



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**  
MANILA 1099

May 3, 2007

**CUSTOMS MEMORANDUM ORDER**

NO. 9-2007

**TO** : All Bureau Officials and Employees  
**SUBJECT** : Policies and Guidelines on BOC Training

Pursuant to Section 1, Rule VIII of the Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws, every agency shall establish a continuing program for career and personnel development for all agency personnel at all levels, and shall create an environment or work climate conducive to the development of personnel skills, talents and values for better public service.

Accordingly, the Bureau of Customs, in its desire to comply with the above cited directive and in furtherance of its objective to ensure the continuous growth in skills and abilities of each Bureau employee so as to ensure that he/she will be capable of initiating and utilizing the most appropriate and modern practices and techniques in the conduct of the BOC's business processes and in order to consistently and equitably provide an opportunity to meet the training, development and professional needs of employees in accordance with the Bureau's and Civil Service requirements, hereby issues the following guidelines and instructions:

**I. General Policy**

It is the policy of the Bureau of Customs to promote a climate that recognizes the importance of staff training and professional development of employees.

**II. Responsibilities**

1. The Administration Office through the Interim Training and Development Division (ITDD) will:
  - a) be responsible in preparing a comprehensive annual training and development plan based on periodic needs assessment and analysis of

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the organization and the skills/knowledge requirement of the personnel.

- b) be responsible in the monitoring and development of training modules to ensure customization and standardization of courses being delivered
- c) be responsible for the administration and management of the Customs Capacity-Building Center (CCBC).
- d) ensure that proper records are established and kept to date with respect to participation in training/education activities.
- e) monitor the effectiveness of training, education and professional development programs.
- f) ensure that adequate training budget proposal is submitted for inclusion in the BOC budget so as to ensure that BOC employees can take advantage of various training opportunities which will benefit the organization.
- g) ensure that employees who have completed training and educational-related programs which will benefit the organization shall be given appropriate recognition and/or merit.
- h) recommend changes to the Employee Training and Development Policy, where considered appropriate.

2. The Group/Service/Port/Division Heads will:

- a. regularly discuss training and development with Chief, ITDD in order to ensure that the training programs for their staff will equip them with the necessary skills to meet current and future job demands.
- b. administer recommendation/endorsement of program to qualified staff.
- c. approve and endorse employee Training Applications.

3. All employees will:

- a) make productive use of staff training and development opportunities available.
- b) take personal responsibility and initiative for their professional development.
- c) complete a training application in consultation and with approval of their Group/Service/Port/Division Heads.
- d) comply with all Customs Personnel Order directing the attendance and completion of training programs and complete all set requirements thereof, e.g. training report, examinations, projects, activities, course evaluations, etc.

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### III. General Procedures

- a) Availability of training programs, both local and foreign shall be open to all qualified officials and employees and shall be published through a Customs Training Circular (CTC). It is therefore, important that all training programs coordinated by other offices/divisions/organizations, e.g. JICA, Unisys, MCC, etc. are coordinated with the ITDD for the issuance of the CTC, if and when applicable.
- b) All interested and qualified officials and employees may submit his/her Application for Training attached to the CTC which must be duly endorsed by the concerned Group/Service/Port/Division Head.
- c) The ITDD in coordination with the International Affairs Secretariat (in the case of foreign trainings) shall evaluate all applications received. The ITDD may also, motu proprio, include other officials and employees who will benefit or who will require said training on the basis of training needs analysis conducted.
- d) The ITDD shall then submit the final list of selected participant/s to the Deputy Commissioner, IAG/Commissioner of Customs for signature of Customs Personnel Order (CPO) including other required documentations (in the case of foreign travel).
- e) The ITDD shall be responsible in the dissemination of the CPO and/or informing the training participants/in-house trainers of the training events.
- f) All officials and employees named in the signed Customs Personnel Order are mandated to comply with the said Order by attending and completing the training and complying with other requirements of each specific program.
- g) All officials and employees who attended foreign training programs are required to submit a Training Evaluation Report as prescribed by the ITDD within five (5) working days after re-assumption to duty.
- h) If for justifiable reason/s, the concerned official/employee will not be able to attend/or is unable to complete the program, the concerned official/employee is required to submit a written letter-explanation at least one (1) day prior to the training date/or prior to the end of the training, as the case maybe, addressed to the official who issued the concerned CPO (i.e., the Deputy Commissioner, Internal Administration Group or the Commissioner of Customs) stating the reason/s for his/her non-attendance/non-completion of the course. This must be duly endorsed by his/her immediate supervisor.
- i) The reason(s) as stated shall be subject to evaluation and verification by the ITDD which will submit recommended course of action to the Deputy Commissioner, IAG/ Commissioner of Customs, if and when necessary.

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The recommended course of action may include re-scheduling of his/her attendance to the course or appropriate disciplinary action such as reprimand, reassignment, administrative case, etc. subject, however, to compliance with civil service and other pertinent rules and regulations.

### III. Training Programs of Ports/Subports

- a) Despite the existence of the ITDD and the tasks given it, the different Collection Districts are not precluded from delivering their own training programs relevant and applicable to their respective requirements, subject to the same policies and procedures as above stated, as far as practicable.
- b) In order to ensure standardization and quality of trainings delivery specifically in terms of content, methodology, format and documentation, the Collection Districts are directed to coordinate with the ITDD prior to the delivery of any training program.
- c) In order to complete employee record of training, the District/Port Collector is hereby directed to submit a training report after the conduct of each and every training attaching copy of the duly issued CPO, Attendance Report, Module and Handouts distributed.

### IV. Training Norms

#### A. For trainees

- a) Attendance to a training program is position and person specific, in response to a service or work related need. Hence, substitution and sitting-in for the supervisor/another person shall not be allowed.
- b) Participants to a training program are required to observe the training hours as defined in the CPO or as agreed upon during the program.
- c) Training will start promptly as the time scheduled. A participant who shall join-in late for class is expected to catch-up on their own with the lessons and exercises missed.
- d) A Certificate of Training shall be given only to the participant who has fully completed the attendance requirement and has passed the written examination/evaluation tools that may be used for each course with a rating of at least 75%.
- e) Active participation in all training activities is expected of each participant as this will contribute to achievement of the training



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B. For trainers

- a) While training is an additional task, training requires full attention and focus.
- b) Avoid sudden change of schedule as this affects the smooth execution of the training plan
- c) There is no substitute for good planning and preparation to ensure success of any training program.

This Order shall take effect immediately and shall last until revoked.

NAPOLEON D. MORALES

Commissioner



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